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DEPARTMENT OF HUMAN SERVICES

DIVISION OF REHABILITATION SERVICES

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July 24, 2002

Office of the Secretary
Federal Communications Commission
Attn: Marlene H. Dortch
445 12th St, SW, Room TW-A325
Washington, D.C. 20554

RE: FCC Docket 98-67

As required by FCC Docket 98-67, South Dakota is submitting their annual consumer complaint log summary for the 12-month period ending May 31, 2002. CSD (SD's Relay Provider) has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services. SD is filing a Complaint and Summary log along with a report that indicates the number of complaints received for SD.

1. Annual Complaint logs includes the number of complaints received that allege a violation of federal TRS minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.
2. Annual Summary includes total outbound calls, total complaints for the reporting period June 2001 - May 2002, and percentage of complaints to total outbound calls information.
3. Annual Tally Report will be total complaints by category.

As SD's Relay Provider, CSD has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services. This log period, June 1, 2001 through May 31, 2002, contains a summary of the total number of complaints received for each type of complaint on a month-to-month basis and provides totals for this twelve-month period. SD is confident that CSD's records and systems will support any additional requirements, should the FCC order them. If you have any questions pertaining to this complaint log please contact Janet Ball at (605) 773-4547.

Sincerely,

Grady Kickul
Division Director/DRS
Department of Human Services

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Complaint Tracking for South Dakota

June 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6462	06/30/01	35	Person was worried that previous contact to Relay when spoke to supe named Carol, that they were being perceived as making threatening remarks to Relay since they used "blew my top" like some threat or something. I told them I would document that. Person had initially called about agent 7794F, thought agent wasn't typing back nbr dialed out. I explained that is automatic msg & agent has no control over it and if they don't see it we are suppose to file a TT. Person said ok and doesn't want any further action taken by anyone. Were just worried Carol felt remarks/words used were perceived threatening.	07/05/01	Talked w/Carol & she said the customer threatened her & the CA. She said the CA was not typing # dialed out, but the auto macro was giving it. The CA did everything correctly. The customer complains everyday about something and the complaints are not true most of the time. GM watched the call & notes that CA processed call according to customer's direction.

Complaint Tracking for South Dakota

July 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3199D	07/10/01	00	Customer is S2S user and spoke very softly - hard to understand. He said he had been having a hard time reaching the S2S nbr. CS asked him if it was just ringing w/no answer and he said yes. I asked him to hold while I dialed the nbr. CS dialed SD S2S and reached an AZ agent after the 1st ring, however, I did tell her the situation and asked if they had been busy. She said yes, there were only 2 of them and they have been back to back all morning.	07/10/01	Thanked customer for calling & apologized. Let him know his complaint would be documented.
6485	07/14/01	7	CA won't give info. She stopped relaying entire conversation for 15 to 20 mins. Until the end when typing slowed & someone else was on. This happened on 6/9 as well. Thanked customer for info & informed them it would be documented.	07/14/01	Agent rang ACU, who observed call. Call continued to come in garbled. Agent processed call properly. Customer was not satisfied that I was documenting it & expressed they would call again in the a.m. I assisted agent on 6/9 and call was also continually coming across garbled at that time as well.
8694	07/17/01	5	Asked CA to redial and was hung up on. OB thought call was finished and hung up. Caller asked CA to redial and CA hung up.	07/17/01	Agent could not remember call. Supe could not reach conclusion because of lack of info. This is not something this agent engages in. On the basis of not enough info, supe concluded agent was not at fault.

Complaint Tracking for South Dakota

August 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3339D	08/04/01	21	Customer reports that agent told him that SD Relay does not have call ID available. I confirmed that caller ID is available thru SD Relay and he wanted to know why the agent told him no. I told him I could not be sure of the answer to his question. I told him I would document his complaint and forward it to the call ctr where this agent is located for appropriate coaching w/a supe.	08/11/01	Agent called supe over to assist w/call. Inexperienced agent did not explain situation correctly to supe. Supe misunderstood situation and answered agent's question based on misinformation. Then agent then answered customer's question w/incorrect info. Error due to miscommunication between supe & agent.

Complaint Tracking for South Dakota

September 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6542	09/14/01	17	Received call today and opr refused to identify themselves, no intro of call.	09/14/01	W/o agent nbr, unable to follow up.
6554	09/26/01	24	Customer tried to call school to leave msg on ans mach and agent could not get call processed.	09/26/01	Supe called school and there was a problem w/the ans mach, preventing the customer from leaving msg. Supe called customer back and left msg as to what was found out - not Relay problem.
6559	09/30/01	11	Customer upset that agent didn't know how to process VCO call. Customer request supe call back w/follow up on how situation was resolved.	10/24/01	Disconnecting on customer and vco process was review with CA. He understands the VCO call process and understands that hanging up on customer is not allowed.

Complaint Tracking for South Dakota

October, 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6596	10/26/01	5	Customer was upset because the agent did not wait after the first call to see if the customer wanted to place another call. The agent hung up without checking with the customer if they wanted to place another call. Customer recommended that all the agents be trained to check with customers first. Sup placed another call for the customer as they said they wanted.	10/26/01	Sup emailed trainer to inform her of the customers request. Will find a way to do a refresher training with all the agents.

Complaint Tracking for South Dakota

November 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6647	11/08/01	1	person called directly to the SD center. At 6:38p 9330F threatened to type false message. 9330 dialed more than 2 min-customer tried to type "hello, hello, hello" no response - then she dialed. The 9330 threatened to type false message. Threatened to type false message. Threatened to type "DDDDDDDDDD" over and over again. 9330 typed"DDD" over and over again for 4 min. Apologized and explained that this would be sent to 9330's sup.	11/27/01	Agent was addressed regarding this complaint, however she did not remember this call. Coached agent on following proper procedures when experiencing tech difficulties which prevents completing a call. Also spoke with the onsite tech and he stated that the cusotmer may have received repeated letters due to garbling, however there was no garbling reported by the agent.
3338E	11/17/01	4	Voice caller made a call to her mother, vco, and she did not hear her mother answer and the opr did not read anything her mother typed. There was only silence. Finally the opr said "you can go ahead". Customer asked opr if her mother answered her but opr did not respond. she spoke her conversation and opr typed but no response then opr said it didn't go thru and customer repeated and at that point vco hung up. Customer hung up before any further things could be communicated to them.	11/28/01	Spoke with the opr on the call, has no recollection of taking this call. Spoke with opr and coached on possibility if voice/vco not branded to switch over to make sure there is no response from customer. Said she does that when no one is responding.

Complaint Tracking for South Dakota

December 2001

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6698	12/17/01	5	Agent was asked to dail DA, agent did dial DA but after they got the number the agent hung up with the tty user. TTY was typing Hello QQ are you there. No response from relay agent.	01/09/02	Opr cannot remember this call. Opr has been doing this job since 97 and has never had a complaint before. Coached opr to ensure continued excellence.

Complaint Tracking for South Dakota

January 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3058F	01/14/02	21	Caller said the agent did not answer call according to procedure. Just say relay may I help you and did not give her agent id nbr until the caller asked the second time. Apologized to customer for the problem and assured customer a complaint would be filed on this issue.	01/15/02	Agent was addressed regarding this complaint. Agent states that she did not remember this particular call. Agent was blind monitored and was observed follow proper procedures on each call, however agent was coached on properly greeting voice callers and reminded that she must always give her id nbr when requested by a customer. Agent will continue to be monitored by QA dept to make sure she is providing quality service.

Complaint Tracking for South Dakota

February 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6753	02/01/02	29	Sup got on line with inbound customer and a customer service rep from McLeod. When customer called through relay customer could not call a friend via McLeod as a COC. Sup and rep discussed problem while keeping inbound tty user apprised of the conversation.	02/12/02	Tech investigated problem over a series of days. Tech concluded that the problem lay iwht McLeod's switches, not ours. Tech tried to get McLeod people to trouble shoot problem with him but he found them reluctant to work with a relay tech. Bottom line, McLeod has switch issue that do not respond correctly to relay.
6765	02/11/02	21	Customer gave agent nbr to dial. Agent did so got recording typed recording. There was a phone nbr in the recording agent typed the wrong nbr. Customer dialed another agent and had them type the recording. Agent typed correct nbr. Sup thanked customer for reporting this. Said he would follow up with agent.	02/11/02	Agent said it was her error, typing the recording and trying to remember numbers. Eup asked agent to make use of the recording key. Agent said she would.
3213F	02/24/02	2	TTY customer database notes: Do not announce or explain relay ever. TTY reports instructing all agents please do not explain relay service or announce I do not want agents to say anything. I call people who know when there is silence that I am calling. Relay is violating my rights by not following my instructions. I am sick and tired of it. Please tell opr to respect the person who is making the call and do not wish to announce relay.	02/24/02	Apologized for problem. Asked for agent ID. TTY did not have agent ID. Explained the importance of having that info will forward complaint to training per request.
3213F	02/24/02	3			
3216F	02/26/02	29	Customer called saying that she needed a test call back to check her caller id. I placed the first test call directly to tty to tty and she said the caller id said no data. I then placed the call thru SD relay and again she said the caller id read no data. I told her I would put in a tt and ask if it would be okay if the techs call her back. She said yes the could call her back around 11 am. TT 1000013473	03/12/02	Jeffrey Branch, CSD SD's contact person - tech tried to contact Mayra Sanchez several times to follow up trouble Ticket info. All of his attempt calls were no answer (even no auto answer.)

Complaint Tracking for South Dakota

March 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3260F	03/06/02	29	I have not been able to place a call to my sister who uses Relay SD for over a month. My long distance carrier is McLeod, and I tell the operator to bill the LD call to McLeod. Each time the operator is not able to get my call to go thru. My sister cannot call to anyone long distance thru SD Relay either, cuz her LD carrier is also McLeod. The operator nbr I reached trying to place this call is 8856. She said she selected McLeod on the list and it still will not allow the call to complete.	03/07/02	The tech contacted Shawna that she needed to contact McLeod to provide a code to her ANI.
6791	03/07/02	05	Agent asked VCO to repeat number 3 times. Agent did not type name of biz so I did not know where I was calling to. When call came in she said she was a VCO user. Customer also said agent hung up on her when she requested a supervisor.	03/07/02	Agent did not hear/understand request for VCO so agent asked her to repeat once. Agent asked the Biz to repeat how they answered the phone 2 times, but biz did not repeat. I told agent to put in (that person would not repeat name of biz. Agent called for supervisor when VCO customer requested assistance supervisor Kathy went to assist and when she got to the call and was about to let her know (customer) we were thru, the customer hung up. Thanked VCO customer for her info and would follow up with the agent.
6793	03/07/02	03	Customer called in & expressed that he requested that CA ask for a specific person. The CA did not ask for the person & processed it like a normal call. Thanked customer - would follow thru w/CA	03/07/02	Immediately after the call - the CA approached the ACU & asked an assistant supervisor how she should have processed the call. (This is a new CA) Assistant Supervisor instructed her on proper call procedure.
6814	03/24/02	21	TTY user asked for supe, ACU answered; customer said that agent was mean to them cuz there was a recording that the # dialed was no longer in service and they knew it was cuz it's a pizza place. Customer hung up on ACU after I apologized and offered to repack the call. Unable to get chg # or details.	03/25/02	Coached agent on dialing correct nbr for customer and how to let customer know what nbr was on line.
6814	03/24/02	24			

Complaint Tracking for South Dakota

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3340F	03/29/02	35	Voice caller traveling in SD upset when she dialed 711 using her cell phon to reach her daughter but got no answe. She did not heave access to aphone directory so she called 1 800 DA to get the SD Relay 800 # was not listed with 800 DA. She suggested and hopes that SD Relay # should be available through 800 DA. I thanked the customer for bringing this to our attention explaining that she should also let her cell phone company know to implement 711 into their system so she can access that. I also told hr I would forward this information on to the SD Acct Mgr's atention. Customer was pleased to learn about this and wid like to hear from the acct mgr via email.	04/10/02	Sent her an email twice one on 4/2 and another on 4/8. I explained that he needs to call her cell phone company to implement 711. Told her to contact her for any questions or concerns . No reponse as of 4/10.

Complaint Tracking for South Dakota

April 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6847	04/16/02	24	Customer complained that when she dialed to 605 338 5680 she often gets a fast busy. She dials this nbr without Relay & it rings. Supervisor said he wld have our Tech look into the problem. Customer did not require a call back.	04/16/02	Tech reproted that he checked the line on 605 338 5680. The system was working properly. Tech caled 5680 number on 3 different times. The phone rings each time. When customer receives a busy it's because the outbound is on the line.

Complaint Tracking for South Dakota

May 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
8590	05/16/02	21	Customer called to complain about the service provided by opr 6064F "who broke the whole train of conversation with my relay caller. As I spoke, she said "Oh My God" I asked her if something was wrong. She said no I was an operator the whole conversation was affected. Customer declined to identify herself other than "Peggy Johnson right here in Sioux Falls" Told her that the relay service welcomed her comments and thanked her for taking the time to call.	05/28/02	Agent cleared throat (didn't mute) customer asked "what was wrong agent replied nothing. GA. Spoke to agent informed them to always use mute & to maintain transparency at all times.

Attachment # 2

Summary Log for June 1, 2001 – May 31, 2002 South Dakota Relay

For the period of June 1, 2001 through May 31, 2002, CSD processed more than 205,970 outbound calls on behalf of South Dakota Relay, receiving a total of twenty-eight (0.014%) customer complaints. All twenty-eight complaints were filed with supervisors at one of the eleven CSD/Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these twenty-eight complaints were escalated for action to the State of South Dakota or to the Federal Communications Commission.



CSD Relay South Dakota

June 2001 - May 2002

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS														
#00 Answer Wait Time	0	1	0	0	0	0	0	0	0	0	0	0	1	6%
#01 Dial Out Time	0	0	0	0	0	1	0	0	0	0	0	0	1	6%
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	1	0	0	0	1	6%
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0	1	1	0	0	2	12%
#04 Didn't Keep Customer Informed	0	0	0	0	0	1	0	0	0	0	0	0	1	6%
#05 Agent Disconnected Caller	0	0	0	0	1	0	1	0	0	1	0	0	3	18%
#06 Poor Spelling	0	1	0	0	0	0	0	0	0	0	0	0	1	6%
#07 Typing Speed/Accuracy	0	1	0	0	0	0	0	0	0	0	0	0	1	6%
#08 Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	0	0	0	1	0	0	0	0	0	0	0	0	1	6%
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise In Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	0	0	0	1	0	0	0	0	0	0	0	0	1	6%
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21 Other Problem Type Complaint	0	0	0	0	0	0	0	1	1	1	0	1	4	24%
TOTAL	0	3	0	2	1	2	1	1	3	3	0	1	17	
TECHNICAL COMPLAINTS														
#22 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24 Trouble Linking Up	0	0	0	1	0	0	0	0	0	1	1	0	3	60%
#25 Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#26 Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Other Technical Type Complaint	0	0	0	0	0	0	0	0	2	1	0	0	3	50%
TOTAL	0	0	0	1	0	0	0	0	2	2	1	0	6	
MISC COMPLAINTS														
#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31 OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#32 No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33 Carrier of Choice	0	0	1	0	0	0	0	0	0	0	0	0	1	33%
#34 Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35 Other	1	0	0	0	0	0	0	0	0	1	0	0	2	67%
TOTAL	1	0	1	0	0	0	0	0	0	1	0	0	3	
TOTAL CONTACT	1	3	1	3	1	2	1	1	5	6	1	1	26	